Job Description
Missouri State Highway Patrol

Class Title: Computer Operator Trainee
Title Code: V00960
Effective Date: 06/12/92
Date Reviewed: 09/01/04 JB
Date Revised: 12/27/04

Immediate Supervisor: Computer Operator Supervisor
Position Supervised: None
FLSA Classification: Non-exempt
Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is introductory work in electronic computer and related equipment operation. An employee in this class participates in a formal and on-the-job training program designed to develop competency in the operation of computers. Initially, the training emphasis is centered upon providing basic concepts common to most types of electronic data processing equipment; subsequently, employees receive formal instruction and on-site work experience with specific types of computers and related peripheral equipment. Work is assigned in detail by a superior who provides continuing supervision and instruction and reviews completed work for adherence to instructions and established standards.

DESCRIPTION OF DUTIES PERFORMED
(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Participates in formal and on-the-job training courses in the operation of computers, related peripheral equipment, and technical support for law enforcement users.

Under supervision, answers telephone help lines from law enforcement users and assists user with hardware, software and network related issues. Takes telephone Helpdesk calls, uses diagnostic tools and expertise to resolve the related issue, or refer the problem to the appropriate support personnel. Information gathered on the problem will be recorded into ISD's Helpdesk software system for documentation and reference.

Performs backup procedures on various LAN servers and the AS400 system. Runs file backups on mainframe applications.

Monitors the Criminal Justice applications and the law enforcement network. Operates PC computers and Mainframe printers.

Studies Standard Operating Procedures (SOP) instruction books to ascertain the proper operational procedure and the requirements of each project / program / application to be processed.

Types commands into the TSO teleprocessing console with close supervision.

Under supervision, maintains the printer input/output area by removing print-outs from printer, separating by job, and distributing to appropriate personnel; loads special forms for printing specialized reports; conducts special functions with the MSHP mainline printers connected to the State Data Center via TCP/IP connection; delivers print-outs to headquarters' mail room for distribution; provides general upkeep and cleaning of printers, change ribbons, load/unload paper, sort and distribute printed output.

Under supervision, initiates commands necessary to run production and batch jobs via user inputs, the ISD load mail box, and/or telephone requests from programmers and/or other authorized individuals.

Answers inquiries via telephone and in person reference operation of electronic computers and related equipment.

Performs other related duties as assigned.

REQUIRED KNOWLEDGES, SKILLS, ABILITIES

Knowledge in the use of computers (e.g., mainframes, personal computers, keyboards, printer equipment, etc.).

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to think logically in solving problems assigned and present results with clarity and precision in written form.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to load/unload computer paper from the printer.

Ability to establish and maintain satisfactory working relationships with other employees.

Ability to understand written and oral instruction.

Ability to answer inquiries regarding the operation of electronic computers and related equipment.

Ability to learn the necessary system commands needed to operate and maintain all related peripheral computer equipment, MULES teleprocessing network, AS/400 computer system, LAN, and the Image systems.

Ability to prioritize and organize work effectively.

Ability to learn how to properly verify and load data control cards and run batch and production programs using the CA7 Scheduler software.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to handle multiple tasks and/or problems while logging information into the computer.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

<u>MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED</u>
(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED.